



VICTORIA
ARC

2025

IMPACT REPORT

OCTOBER

TABLE OF CONTENTS

Introduction	02
News	03
Highlight: EWR	04
The Bigger Picture	05
Community Residential Facility	06
Recovery Program	07
Housing & Support Services	08
Straight From The Source	09
To Look Forward	10



A SEASON OF THANKSGIVING

Hot turkey dinner and pumpkin pie. A hearty meal can mean much more than just food to fill the belly when it's served with warm smiles and kind hearts. We strive to serve everyone who comes through our doors with love and compassion. I'm so proud of our dedicated staff team, who daily go above and beyond to advance the work of restoring dignity and hope to the community we serve.

As we step into the season of unpredictably cold and wet weather, most of us look forward to cozy evenings inside the comfort of a warm home. At the Victoria ARC, we begin the exciting work of welcoming those who are in need of relief from the elements with hospitality and shelter.

We seek to put compassion into action by extending generosity and sincere concern in a warm and trustful environment. It's our privilege to make a positive difference in the lives of the vulnerable community that surrounds us.

The Bible encourages us to *"Love each other with genuine affection and take delight in honouring each other."* Romans 12:10 NLT

Please remember us as we seek to make meaningful connections and provide a sense of home for those who have none – where everyone is known by name and served with kindness and hearts of affection.

Thank you for your part in supporting the ministry of the Victoria ARC.

God bless you!

Stephen Kennedy
Spiritual Care Coordinator

NEWS

Among the usual amazing things happening at the ARC, October brought several meaningful highlights. CRF residents enjoyed a creative and community-building pumpkin carving activity, and both ARC residents and members of the public took part in an inspiring Career Fair that opened doors to new opportunities. It was also confirmed that the Victoria ARC is this year's community representative for the Extreme Weather Response (EWR) Program, providing a safe, warm, and welcoming space for community members throughout the winter season, as featured on CHEK News.



➤ OCT 21 CRF PUMPKIN CARVING

CRF residents had a fun time filled with creativity, imagination, and community spirit while carving pumpkins.



➤ OCT 28 CAREER EXPO

ARC residents and members of the public enjoyed a meaningful and inspiring Career Fair.



➤ OCT 31 ARC EWR PROGRAM 2025

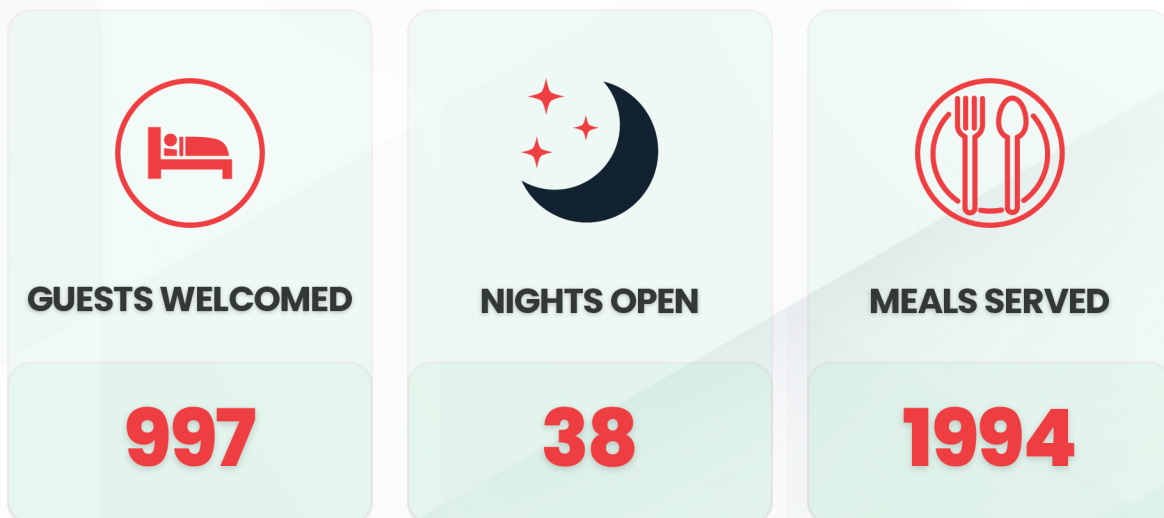
Victoria ARC is this year's community representative for the Extreme Weather Response (EWR) Program. As highlighted on the CHEK News broadcast, ARC will be providing a safe, warm, and welcoming space for community members throughout the winter season.

EWR 2025

The Extreme Weather Response (EWR) program provides lifesaving support for community members during the most dangerous winter conditions. With 30 spaces available at the Victoria ARC, individuals have access to a warm, welcoming environment, hot meals, basic supplies, and caring staff who ensure safety and dignity throughout the night. This year's EWR season runs from November to March 2026, continuing the vital work carried out last winter.

From November 2024 to March 2025, the Victoria ARC served as the community's designated EWR site, welcoming 997 individuals over 38 extreme-weather nights and providing 1,994 nourishing meals.

Thanks to the dedication of our staff, volunteers, and community partners, the EWR program remains a powerful example of compassion in action and the difference we can make when we come together to protect the most vulnerable during the coldest months of the year.



FIGURES FROM EWR NOVEMBER 2024 - MARCH 2025 PROGRAM

THE BIGGER PICTURE

In October, we continued to see the strength of community shine through in meaningful ways. Together, we provided 4,091 safe and welcoming stays through our accommodations-based programs, shared 580 nourishing community lunches with the wider community, and served 9,084 meals to individuals living at the ARC. We are also grateful for the dedication of our volunteers, who contributed 81 hours of their time to support and uplift others. Each number represents real moments of connection, compassion, and hope made possible by our community coming together.

OCTOBER ACHIEVEMENTS OVERVIEW

580
COMMUNITY
LUNCHES

4091
STAYS

9084
MEALS

81
VOLUNTEER
HOURS

COMMUNITY RESIDENTIAL FACILITY

The CRF is a halfway house and public safety program that provides a supportive and structured environment for individuals transitioning back into the community.

The program focuses on community reintegration, helping residents develop the skills and stability needed for a successful return to independent living. Working closely with community partners, CRF staff offer case management, mental health support, life skills development, counselling, employment readiness, and outreach services. The goal is to empower residents to become active, responsible members of the community.

100 %
OCCUPANCY

We hit 100% capacity in October, providing accommodations and support to individuals transitioning from correctional facilities to the community.

7
ADMISSIONS

We welcomed 7 individuals to the CRF program.

150
OUTREACH HOURS

We delivered 150 outreach hours. This includes counselling, employment services, housing support, ID assistance, and community activities.

4
PROGRAM COMPLETION

We had 4 CRF program participants successfully move out.

226
CLIENT SERVICE HOURS

Our staff dedicated 226 hours of casework to assist clients on their reintegration journey-helping them set goals, secure housing and development, and connect with partner agencies.

RECOVERY PROGRAM

The Recovery Program is a residential, recovery-focused substance use treatment program designed to support individuals on their healing journey. It follows a structured process that helps participants build essential skills, strengthen personal resilience, and prepare for life beyond treatment. Using evidence-based approaches and community support, the program combines group work, skill development, and meaningful activities to help individuals reclaim their lives.

61%
OCCUPANCY

We reached 61% occupancy, providing individuals in recovery with high-intensity programming, supportive housing, and casework services.

4
PROGRAM GRADUATES

4 individuals successfully completed our program.

14
OUTINGS & ACTIVITIES

14 hours of outings and activities that brought connection, joy, and new experiences to our residents.

42
PROGRAM VOLUNTEER
HOURS

Volunteers devoted 28 hours of their time to workshops and talks for participants. Residents gave 14 hours of their time volunteering in the community meals program feeding downtown.

108
CLIENT SERVICE
HOURS

Staff invested 108 casework hours supporting clients on their recovery journey.

HOUSING & SUPPORT SERVICES

Housing & Support Services provide a range of shelter and transitional housing options for individuals experiencing homelessness or housing instability. In partnership with community and government agencies, these services focus on meeting immediate needs, offering safe and supportive spaces, and helping individuals work toward long-term housing and independence.

Support includes basic needs assistance, case management, and housing navigation, as well as access to specialized programs during extreme weather. Through a combination of emergency shelter, transitional housing, and temporary housing initiatives, the program aims to provide safety, stability, and clear pathways toward sustainable housing.

84 %
OCCUPANCY

Emergency Shelter	HEARTH Shelter	Transitional Housing
94%	85%	73%

We reached 84% occupancy across all three of our housing programs.

5
OVERFLOW
CHAPEL STAYS

We were able to provide overnight shelter to 5 individuals.

22
RESIDENT
ACTIVITY HOURS

Our residents enjoyed 22 hours of various client-centered activities.

218
CLIENT SERVICE
HOURS

Staff invested 218 casework hours assisting individuals experiencing housing insecurity.

STRAIGHT FROM THE SOURCE



My name is Lincoln Rajiah, and I am a client at The Salvation Army Victoria ARC and I am currently living in Transitional Housing. I am 56 years old. I was a store manager in Victoria for over 20 years when my health started to fail.

I was living with complex diabetes in addition to several other health related challenges, and by 2023 my illnesses prevented me from continuing to work, and I had to resign. I had no income, lost my housing and started to stay in shelters. I applied for Persons with Disabilities (PWD) and was able to get into subsidized housing.

I was in a situation where I was not feeling safe due to the people who were also living in the housing unit, and I was regularly calling in police for all kinds of issues.

This took a toll on me with anxiety and increased my health needs, leading me out of province to stay with friends. My family live overseas and cannot help.

At the beginning of 2025 I had a stroke and was hospitalized for months in Vancouver. During that time, I was transferred to 3 different hospitals for rehabilitation.

When it was time for me to leave Surrey General Hospital, the hospital Social Worker was aware I wanted to go back to Victoria where I had lived and worked for over 20 years.

The Social Worker called The Salvation Army ARC to see if a bed was open in the emergency shelter. A bottom bunk in one of the dorms was available and I was sent back to the island.

I met my Caseworker Troy when I came into the shelter, and I thank God for him and The Salvation Army. I moved through the shelter process from the 18 men/9 bunk bed dorm to a private room. Troy and I meet regularly and are working on housing applications, with the goal to be back into safe & subsidized housing in Victoria.

I am still living with one sided weakness, facial paralysis, complex diabetes and other mental/physical problems but I am safe and cared for at the ARC.



TO LOOK FORWARD

These upcoming gatherings reflect our commitment to creating safe, welcoming, and supportive spaces for the people we serve. Each activity is designed to bring comfort, connection, and joy during this meaningful time of year. Whether we are preparing Sunshine Bags, sharing a festive holiday meal, or gathering for Christmas celebrations, every moment is an opportunity to affirm dignity, foster belonging, and brighten the season for our residents and community members. Together, we create experiences filled with warmth, compassion, and hope. We look forward to the kindness, partnership, and holiday spirit that will shine through every event.

➤ **17** **NOV**
MON **HOPE IN THE CITY LUNCHEON**

➤ **02** **DEC**
TUE **SUNSHINE BAGS**

➤ **11** **DEC**
THU **COMMUNITY CHRISTMAS LUNCH**

➤ **16** **DEC**
TUE **CRF CHRISTMAS BBQ**

➤ **18** **DEC**
THU **ARC STAFF CHRISTMAS PARTY**

➤ **25** **DEC**
THU **ARC RESIDENTS CHRISTMAS DINNER**